



## Baltimore in Depth

### A Closer Look at the 2012 Baltimore Citizen Survey Results

City of Baltimore/Department of Finance/Bureau of the Budget and Management Research



The 2012 Citizen Survey asked 1,761 respondents a series of questions to gauge their satisfaction with the services offered by the City of Baltimore and the quality of life in the City. This report focuses on individuals who lived in the **Central District**.

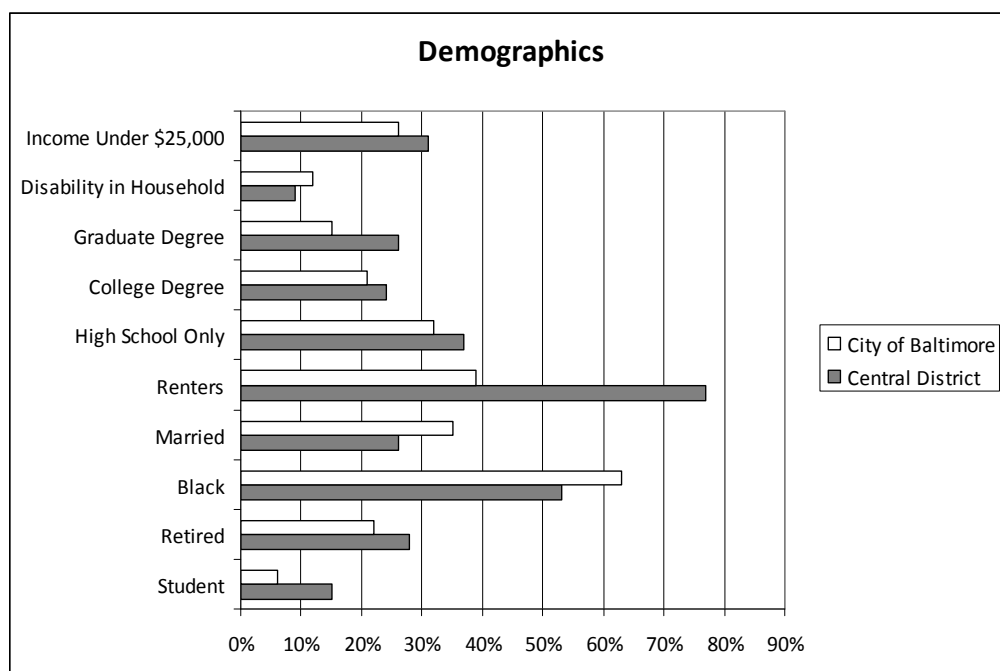


Chart 1: Demographics

#### Demographics

The Central District of Baltimore differed from the population as a whole in terms of income, marital status, education and homeownership. The chart above shows major differences in select categories, showing how Central Baltimore residents were more likely to have an annual income of under \$25,000, to rent a home, have a graduate degree and less likely to be married.

#### Central District

The Central District is comprised of Downtown Baltimore, the Inner Harbor, Mount Vernon, and Lexington Market. Some of Baltimore's most well-known buildings are located in the Central District, including the Hippodrome Theatre, the Alex Brown Building, the Baltimore Convention Center, and Baltimore's City Hall. The Central District stretches from Key Highway in the south to 20<sup>th</sup> Street in the northeastern corner and Druid Park Lake Drive in its northwest corner. Its western border runs along North Avenue, Fremont Avenue, and Pratt Street.

#### **Key Findings:**

Demographics characteristics of Central district residents:

- 31% with income under \$25,000
- 9% in a disability household
- 26% with a graduate degree
- 77% were renters
- 26% were married
- 53% were Black
- 15% were students

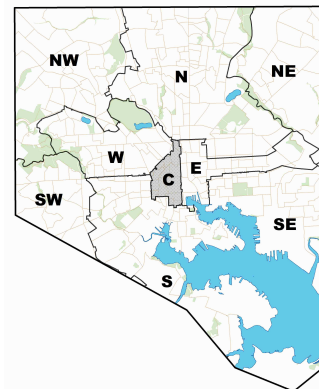
Central district residents were:

- Less likely to be satisfied with City services
- Less likely to plan to leave Baltimore
- Less likely to rate neighborhood cleanliness as excellent or good
- More likely to recommend living in their neighborhood to a friend
- Less likely to feel safe in their neighborhood during the day or night.
- More likely to rate police protection as either good or excellent

## 2012 Citizen Survey Results

In the 2012 Citizen Survey, Central district residents were less likely to be satisfied or very satisfied with City services but were also less likely to plan on leaving Baltimore in the next one to three years than the entire sample. Additionally, Central District residents were more likely to recommend living in their neighborhood to their friends.

For cleanliness-related issues, Central district residents were less likely to rate neighborhood cleanliness as excellent or good than the rest of the sample. The percentage of respondents who thought neighborhood cleanliness was excellent or good declined significantly in 2012 (46%) from the 2011 Citizen Survey results (69%) but remained just above the 2010 level (45%). This variation in Central district residents' ratings of neighborhood cleanliness, along with variation in the ratings of other city services, could be attributed to the relatively small sample size of respondents who reported living in this neighborhood. Additionally, Central district residents were less likely to rate services related to a cleaner and more sustainable Baltimore such as water and sewer services, trash removal services, and curbside recycling as excellent or good.



On the other hand, Central district residents were also more likely to rate neighborhood-related services, including street maintenance, sidewalk maintenance, tree planting and maintenance, and housing code enforcement, as excellent or good. For the first time this year, respondents were asked to rate sidewalk maintenance and street maintenance separately. As with the other neighborhood-related services, Central district residents were more likely to rate both of these services as good or excellent.

For safety-related issues, Central district residents were more likely to rate police protection as excellent or good (58% compared to 49% citywide) but were less likely feel safe or very safe in their neighborhood during the day or night. The percentage of Central district residents rating police protection as excellent or good in 2012 (58%) have stayed in line with the 2011 percentage (56%) after a significant increase from 2010 (44%). At the same time, Central district residents were also less likely to rate violent crime (75% compared to 83% citywide) as a serious or very serious problem.

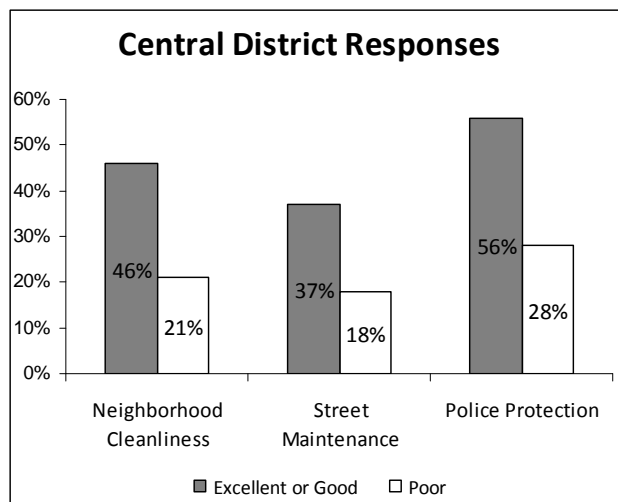


Chart 2: Central District Resident's Rating of Cleanliness, Street Maintenance, and Police Protection

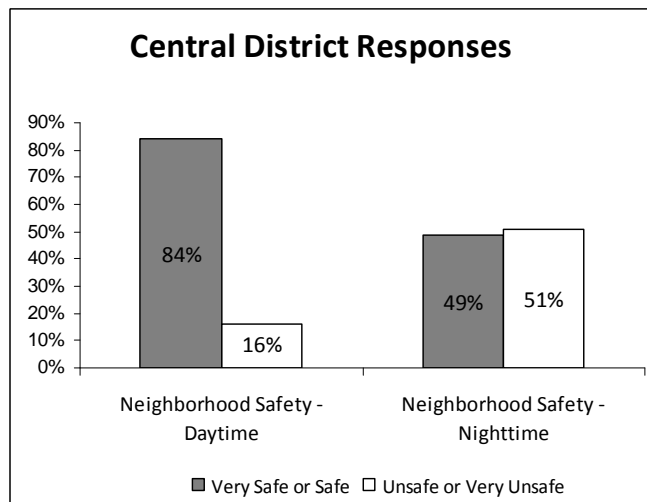


Chart 3: Central District Responses on Safety